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JOB OPENING
City of Hudson
Part-time Receptionist/Account Clerk

The City of Hudson has an opening for a part-time Receptionist/Account Clerk. This position will average 20 - 24 hours per week, with a starting wage of \$20.13 per hour. It is anticipated that this position will be working Monday – Friday with hours to be determined between 12pm – 4:30pm.

Applicants must apply using the City's application form which can be found at <https://www.hudsonwi.gov/336/City-Employment>. Completed applications and any supporting material can be submitted to the City at 505 Third Street, Hudson, WI 54016 or to kedwards@hudsonwi.gov by 4:00 p.m. on Friday July 2, 2020.



Receptionist/Customer Service

Revised: June 2021

Salary: \$20.13/hr
Clerk's Department

DESCRIPTION:

This position is the first point of contact for the city providing front-desk customer service. Performs a wide variety of general administration and office-support activities. Operate main telephone by answering and directing calls, answer questions and helping the public at the front desk. Receives and sorts incoming mail and deliveries for the city. This position also assists with all receipting of utility, court and other payments, general city licensing and some election tasks.

Essential Job Functions:

- Demonstrate friendly, courteous, and cooperative behavior when interacting with the public and City staff.
- Must have strong communication skills. Able to speak and communicate clearly during customer/citizen personal interaction. Able to use patience and courtesy when dealing with the public that may be angry or irrational.
- Must be able to work in a fast-paced environment and able to multi-task
- Must be familiar with department functions and policies to provide information and direction to the public.
- Maintain confidentiality with work-related issues about the City and resident information.

Required Tasks:

- Receive and receipt fees/deposits as related to activities including, but not limited to, utilities, building permits, sign permits, boat launch passes, and licenses
- Data entry
- Balance cash drawers; prepare bank deposit
- Open and process mail
- Assists City Clerk with election day procedures, as directed.
- Provide administrative support for other departments, as directed.

Knowledge, Skills & Abilities:

- Must be able to tactfully interact with the public in potentially sensitive situations
- Manage multiple tasks with frequent interruptions
- Knowledge of the City and department operations, policies, and procedures
- Proficiency in Microsoft Office
- Must be able to demonstrate team management and interpersonal skills
- Must establish and maintain working relationships with supervisors, co-workers, and other City staff and the general public

- Operate office equipment including copy machines, telephones, and computers

Qualifications & Working Conditions:

Minimum Qualifications:

- Possess a High School Diploma or equivalent
- Two years related experience or course work in business, or equivalent combination of education and experience

Working Conditions:

Work is performed primarily in an office environment which includes exposure to computer screens.

- Sufficient physical ability and mobility to work in an office setting
- Occasionally lift, bend, stoop, kneel, crouch, crawl and lift and carry boxes weighing up to 25lbs.
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

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This position description does not constitute an employment agreement between the employer and employee and is subject to be revised by the employer as needed and/or requirements of the job change.

The City of Hudson is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the City of Hudson will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

Employee's Signature

Date

City Clerk's Signature (Supervisor)

Date